

Abstract

A method for operating a communication network in which a call center transmits data to a communication subscriber. The call center has organization units which are arranged with a topological distribution in the communication network and are connected to switching nodes. In the method, an available first organization unit is ascertained, a first communication channel is set up between the first and a second organization unit, the data are transmitted from the second organization unit to the first organization unit, a second communication channel is set up between the first organization unit and the communication subscriber, and the data are transmitted from the first organization unit to the communication subscriber.